



## JOB DESCRIPTION

Title: **OFFICE MANAGER**  
Department: City-Wide  
Class Code: 6645  
FLSA Status: Non-Exempt  
Effective Date: July 1, 2007 (Rev. 07/2008)  
Grade Number: 16

### GENERAL PURPOSE

Under general supervision from an exempt level Department Director, performs a variety of complex and confidential administrative and secretarial functions to include supervision and work coordination of several office staff; plan, organize and oversee the operations and functions of the assigned office, which may include budget preparation and monitoring payroll, purchasing, and technical support.

**EXAMPLE OF DUTIES** (Any one position may not include all of the duties listed, nor do the listed examples include all duties which may be found in positions of this class.)

- \*-- Provides administrative support for the department head; trains and supervises two or more office/clerical staff in department, to include hiring recommendations, determining workload and delegating assignments, monitoring and evaluating performance and assist in corrective or disciplinary actions to include termination.
- \*-- Provides a variety of supportive services and consultation to the Department Head and staff on informational, administrative, personnel, organizational, and budgetary matters, including research, compiling, and organization of information; serves as liaison between Department Head, staff members, other departments, and organizations.
- \*-- May assist the Department Head in preparation, management and implementation of annual budget. Responsible for the accountability and control of expenditures and funds available in department accounts. Processes and monitors purchase orders, accounts payable, petty cash, account transfers and adjustments, receivables, and payroll accounts. Ensures accuracy of codes and charges for all encumbrances and disbursements.
- \*-- Coordinates and schedules meetings within the department and with other agencies; personally answers substantive questions; briefs the Department Head on appointments and other matters; responds to technical questions from the public and provides assistance and information as necessary; addresses and resolves general concerns; directs public to appropriate staff members.

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- \*-- Composes correspondence in response to inquires; establishes and maintains records and filing system; compiles, types, and maintains departmental records including payroll; assures departmental compliance with legal guidelines for release of information.
- \*-- May research law to confirm departmental guidelines are consistent with state and federal law; may draft agreements, pleadings and update contracts; may prepare demand letters, summons, complaints, judgements, affidavits and subpoenas.
- May oversee coordination of criminal cases to include monitoring of the deposition of cases and the preparation of criminal matters for the court trial.
- May analyze facts, case law and statutes; applies knowledge of law and legal procedures in drafting legal documents, in researching and in drawing legal conclusions in assigned projects.
- \*-- Reviews department reports and written materials, making appropriate revisions when necessary, prior to release to outside agencies or dissemination to the public.
- \*-- Takes and transcribes technical dictation; composes and types a variety of documents using independent judgement to arrange and expand the text; retrieves, compiles and coordinates data for department's annual reports.
- \*-- Aids in planning and coordinating department programs and events; makes necessary travel arrangements and accommodations for department personnel; establishes and maintains cooperative working relationships; exercise good judgement in representing Department Head.
- \*-- Under direction of the Department Head, may attend meetings, initiate memos, and handle department issues in his/her stead. Schedules appointments; deals with confidential meetings, minutes and situations.
- \*-- Coordinates and processes department payroll; compiles payroll data, ensures accuracy of time sheets, and maintains payroll records.
- \*-- Oversees office administration including information management, record keeping, permits, scheduling, data entry, and payroll; recommends and develops process improvements, policies and procedure, may provide office staff training.
- \*-- Monitors and ensures office functions for quality and quantity control; develops work methods and procedures and implements change as needed; inventories and makes purchases of office supplies and equipment; processes paperwork for payment of invoices.
- Performs related duties as required.

## **MINIMUM QUALIFICATIONS**

### Education and Experience

- Graduation from a college with an Associate's Degree in Secretarial Science, Business Administration, or Office Management and four (4) years of related administrative/secretarial experience, to include one (1) year supervisory and six (6) months experience in word processing using Microsoft Word or WordPerfect/Windows or IBM System AS400, OR any equivalent combination of education and experience.

### Special Requirements

- None.

### Necessary Knowledge, Skills and Abilities

- Extensive knowledge/experience with personal computers and various software programs (Word and Excel) used for legal document formatting, correspondence, records management, payroll and personal tracking.
- Thorough knowledge of modern office practices and procedures; filing and record keeping methods; correct English usage, grammar, punctuation and spelling, basic accounting; report writing, various correspondence; support activities related to department programs and operations; knowledge of customer service standards, policies, procedures, and etiquette; knowledge of city payroll information systems, including timekeeping and payroll codes.
- Working knowledge of legal terminology; some knowledge of legal research procedures.
- Ability to coordinate and prioritize multiple tasks and projects; evaluate work processes and recommend and implement improvements; Ability to interpret and apply policies and procedures, organize work effectively to meet deadlines; maintain a record keeping system.
- Ability to relate well with co-workers, supervisors, public officials, other employees and the general public. Must be able to provide leadership, supervision, training, and direction to subordinates, establish priorities, organize assignments and assign tasks.
- Ability to exercise initiative and sound judgment and react resourcefully under varying conditions, maintain accurate records and strict confidentiality of information and records and communicate effectively verbally and in writing.

## **TOOLS & EQUIPMENT**

- Personal computer including word processing, spreadsheet and database software; phone; copy and fax machine, and other equipment pertaining to this position.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands to finger, handle, or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to walk.
- The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

H. R. DEPT. APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

\*Essential functions of the job.